

FIG. 1

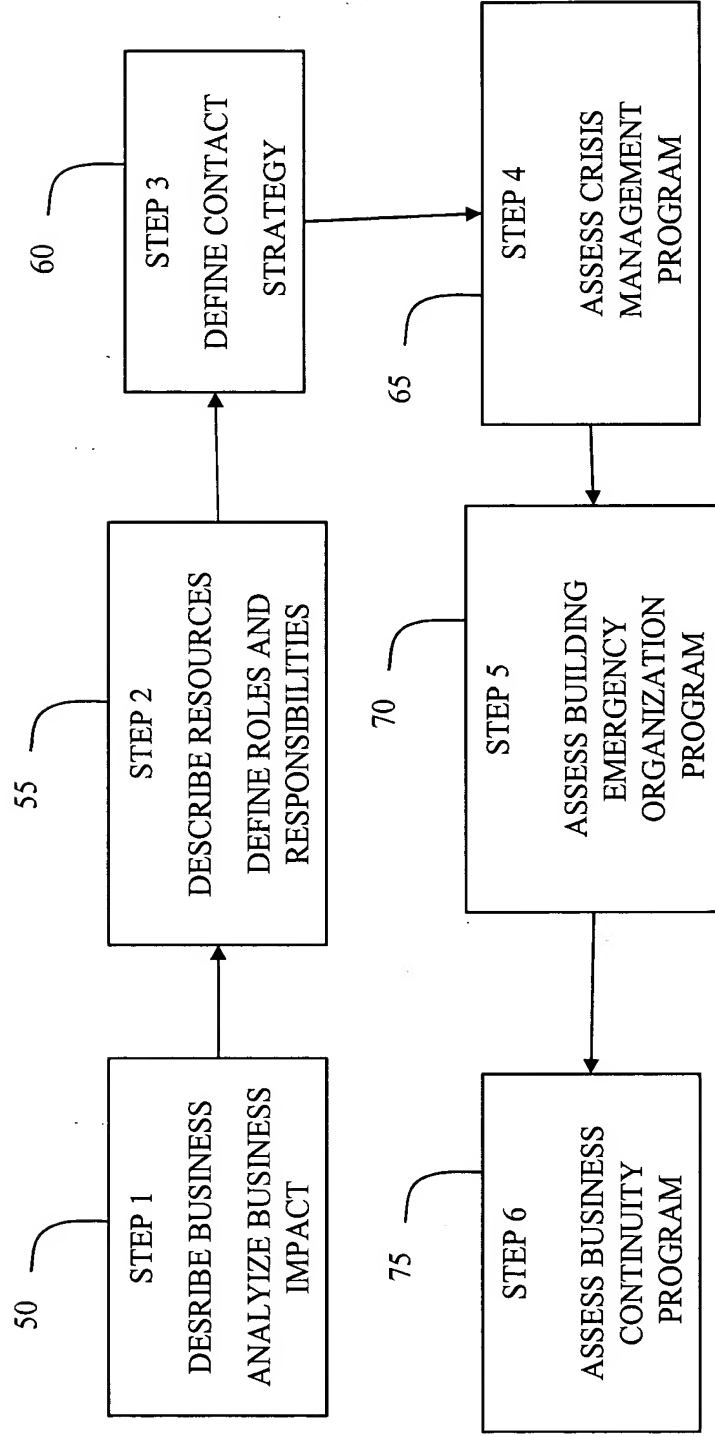


FIG. 2

80

Continuity Business Description

85

Name:

90

95

Find

100

Add

Delete

105

Add

Delete

110

Business Process:

115

Corporate Marketing

120

Products:

FX

EBP Code:

1234

FIG. 3

Business Impact Rating		
135	137	150
135	140	152
145	142	155
145	147	162
<p>Customer</p> <p>Customer Impact relates to the quality of service to existing customers disaster situation. There may be intangible losses related to the degradation of service quality which will not be apparent immediately but may create a significant financial impact in relation to the duration of the outage.</p> <p>Time Frame</p> <p>What is the allowable delay of service is for each business function/service, using the following time-frames?</p> <p>Internal Service</p> <p>Internal Service Agreement impact relates to the responsibilities of the Business Unit to other areas of the Corporation (e.g as a service provider).</p>		
<p>Financial</p> <p>Financial Impact relates strictly to financial losses, which are a result of not providing business functions/services within certain time-frames.</p> <p>Regulatory</p> <p>Regulatory/Legal impact relates to obligations with agencies, organizations and customers to which the Business Unit must comply. This includes compliance with governmental and industry regulations, contracts and service level agreements with customers, vendors, and outside agencies.</p> <p>Industry Competition</p> <p>Industry/Competitive Edge relates to the Business Unit's market position and the reputation of the corporation.</p>		
<p>The Department Rating is: Critical</p>		
<p>Note: Only define continuity resources if calculated Impact Rating is Critical.</p>		
<p>165</p>		

FIG. 4

Current Production Seats		Specialized Recovery Seal	Generic Recovery Seal	Non-JPMC / Remote Access	% of Required Seats
Intraday	100	75	10	15	95%
Next Day	0	0	0	0	0%
1 Week	0	0	0	0	75%
30 Days	0	0	0	0	0%

Note: % of Required Seats field is automatically calculated

Production Application Listing			255	260	265	270	Add	Delete
Name of Application	Criticality	Sensitivity	Information Owner					
Application Control Policy	Non-critical	Sensitive	Christine O'Connor					
Check Processing Application	Critical	Sensitive	Karl Yapp					
Check Verification	Critical	Non-sensitive	Nina Boxer					

External Vendor Dependencies			285	290	295	Add	Delete
Name of Vendor	Contact	Vendor Primary Location	Vendor Recovery Location				
AT&T	Joel Smith	New York, NY	Chicago, IL				

Outside Service Providers			310	315	320	Add	Delete
Name of Vendor	Contact	Vendor Primary Location	Vendor Recovery Location				
Axiom Corporation	Eugene Ret	Little Rock, AR	Minneapolis, MN				
BankingPlus	Judy Hattich	Santa Clara, CA	Newark, NJ				

Internal Vendor Dependencies			335	340	345	Add	Delete
Name of Vendor	Contact	Vendor Primary Location	Vendor Recovery Location				
ETS DCS Security	Tristan Schwanwyler	New Hyde Park, NY	New York, NY				

Service Provider Technical Recovery

List UAT and Development Applications (which are supported in the Client Server Application) that are required for recovery

Development and UAT Environments Required			350	355	360	Add	Delete
Name of Application	Criticality	Sensitivity	Information Owner				
BankingPlus	Critical	Sensitive	susan hale				

400 405 410 415 420 425 430 435 440 445 450	455 460 465 470 475	460 465 470 475	465 470 475	470 475	475
Role	Assigned by	Date Assigned	Assigned to	Date Accepted	
BEO Chairperson	IRM admin	03-15-2002	marin ursu		
Business Executive	IRM admin	03-14-2002	IRM admin	03-14-2002	
Business Unit Manager					
Continuity Coordinator					
Corporate Real Estate					
Facilities Regional Manager	IRM admin	03-14-2002	IRM admin	03-14-2002	
Fire and Safety Executive					
Human Resource Coordinator	IRM admin	03-14-2002	IRM admin	03-14-2002	
Information Risk Manager	IRM admin	03-14-2002	IRM admin	03-14-2002	
Security Regional Manager	IRM admin	03-14-2002	IRM admin	03-14-2002	

FIG. 6

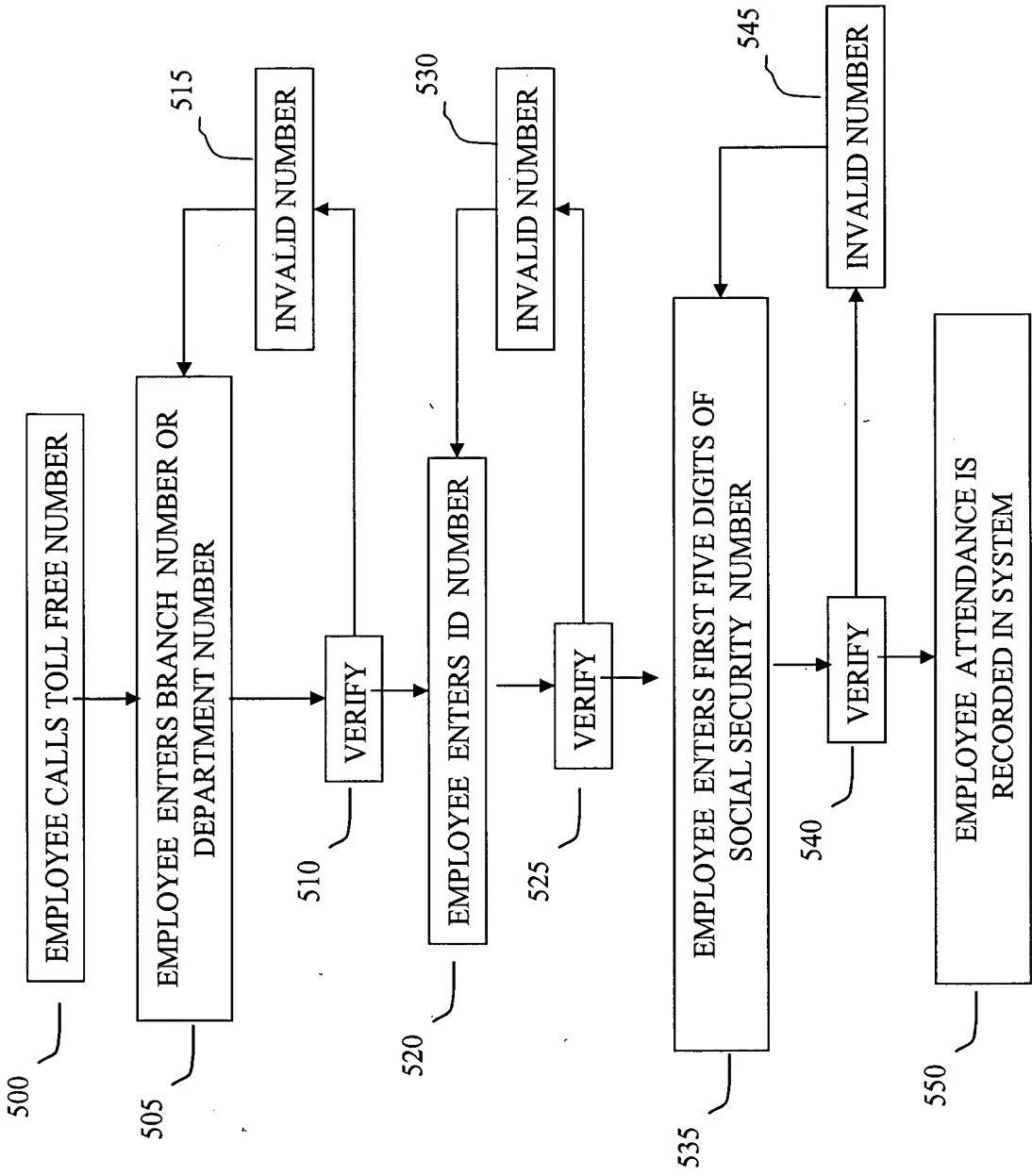


FIG. 7

<p>600</p> <p>1.Crisis Management: PLAN</p>	<p><u>Yes</u></p>	<p><u>No</u></p>	<p><u>N/A</u></p>	<p><u>Comments</u></p>
<p>625</p> <p>Does the program include the following information?</p> <ul style="list-style-type: none"> •Key contact information •Escalation Procedures •Incident Management Process •Checklist of Team member responsibilities •Emergency hotline <p>If yes, provide the documented processes/procedures.</p>				
<p>630</p> <p>Are emergency supplies available at pre-determined locations (e.g., walkie-talkies, flashlights, Nextel's, first aid kits)?</p>				

FIG. 8

<div>645</div> <div>640</div> <div>•Crisis Management: TEST</div>	Yes	No	N/A	Comments
<div>650</div> <div>Was a “mock” crisis scenario presented to the Team? If yes, please describe how it was communicated.</div>				
<div>655</div> <div>Did each Team Member describe how they would respond to the event drawing upon their knowledge of agreed-upon procedures as well as their experience of past events?</div>				
<div>Have all Team members been reached? If yes, track how long it takes to reach entire Team and document any difficulties encountered.</div>				

FIG. 9

660	<ul style="list-style-type: none"> •Crisis Management: ACTIVATE 	Yes	No	N/A	Comments
665	Has the Chairman notified Corporate Continuity Management to execute the crisis call tree and to assemble the crisis team via the conference bridge?				
670	Have the following area representatives been notified? <ul style="list-style-type: none"> •Command Center •EMCC (when a Northeast Data Center is affected) •Team Leaders •Building Emergency Organization •Business Continuity Coordinators •Lines of Business Area Representatives / Business Crisis Command Teams •Corporate Crisis Command Team •Technology Risk Management and •Other R&MMFS support teams, as needed 				
675	Is sufficient LOB support available for the duration of the emergency?				
680	<ul style="list-style-type: none"> •Have the lines of businesses and associated personnel been notified using the following vehicles? Dialogic automated telephone notification system •Hot Line •Lotus Notes •Intranet •External email 				
685	Has a finalized personnel headcount by Human Resources and/or other authorized personnel been conducted?				

FIG. 10

725 730 705 700 705 715 740 745

FIG. 11

Senior Business Executive	Line Of Business	Continuity Risk Status									
		Crisis Management			Building Emergency Organization			Business Continuity			Corrective Action Plan
		Plan	Test	Activation	Plan	Test	Activation	Plan	Test	Activation	
Mickey Boland	Compliance & Risk Management	Compliant	Compliant	Compliant	Not Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant
732 Phil Catania	Enterprise Check & Deposit Services	Compliant	Compliant	Compliant	Not Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant
John Bonin	I Solutions	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant

720

Compliant	In Progress	Not Compliant with Compensating Controls	Not Compliant	Not Assigned	Not Applicable	CAP or Risk Ack. in place	No CAP or Risk Ack. in place
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FIG. 12